M/H Marilyn Holland
Developer

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👤 https://www.linkedin.com/in/marilyn-holland/

🔗 https://github.com/AutumnGeist

ABOUT ME

Diligent and ambitious developer with 3+ years of experience in the IT industry. Quick at learning and mastering new technologies, with experience in OOP development and full-stack architecture. Effective in both team and individual settings, with strong communication and multi-tasking skills. Seeking a developer role to broaden my knowledge and skill sets.

PORTFOLIO   https://autumngeist.github.io/

SKILLS

Programming Languages
Java, JavaScript (ES6), MySQL, HTML, CSS

Libraries & Frameworks
React, NodeJS, ExpressJS, Bootstrap

Tools & Platforms
Git, MongoDB, VS Code, NetBeans, IntelliJ

Web Services
Rest API, JSON, SOAP/XML, Tomcat

EDUCATION

B.S. Information Technology
- Database Technology & Programming
George Mason University
(December 2021, GPA: 3.7)
Honors: magna cum laude

A.S. Information Technology
Northern Virginia Community College
(December 2018, GPA: 3.8)
Honors: summa cum laude

EXPERIENCE

Technical Support Specialist

Frontier IT (MSP)   March 2022 – Nov 2022
- Utilized ticketing system and remote management tools to perform IT and administrator support for over 200 companies
- Collaborated with tech team, escalating issues as needed via ticketing system and prompt communication
- Documented all ticket resolutions, and drafted troubleshooting guides for tech team with images, descriptions, and strategies
- Troubleshoots Server, Windows, Mac, and Chromebook OS. Triages issues including software, hardware, printer, network, E-mail, VPN, and remote access
- Performed administrator tasks including account management, working with Active Directory and Microsoft Office365, password resets, domain access, and creating group policies and security groups

Geek Squad Computer Agent

Best Buy   November 2020 – February 2022
- Administered knowledgeable technology solutions, support, and training for clients, while providing skillful customer service and patient assistance
- Displayed communication and listening skills to troubleshoot clients' problems, while taking detailed notes for team members, and then recommended appropriate and cost-effective solutions that meet the client's needs
- Performed triage assessment and troubleshooting on Windows and Mac OS computers, iOS and Android phones and tablets, computer hardware, and all other user technology.
- Support tasks included software and driver installs/updates, new device setups, E-mail setup and configuration, system backups, and recommending hardware upgrades